

**Pioneer Valley Transit Authority  
Job Description**

---

**Job Title:** Paratransit Analyst  
**Department:** Operations  
**Reports To:** Manager of Transit Operations & Planning  
**Work Hours:** Full-time, 8:30 a.m. – 5:00 p.m. (M-F)

---

**Position Summary:** Reporting directly to the Manager of Transit Operations & Planning, this position plays a key role in ensuring contractual compliance and operational efficiency of paratransit service providers; performs a variety of tasks ranging from high level data analysis and report writing to coordinating oversight efforts with appropriate personnel; and coordinates efforts with Paratransit Operations Manager (POM) as needed to ensure paratransit services meet PVTA's performance expectations. This position must frequently use Microsoft Office applications, including Word, PowerPoint and Excel, statistical software and department specific software. Must conduct self in a professional & positive manner at all times while working effectively in a diverse and dynamic work environment.

**Essential Duties and Responsibilities:** Include the following. Other duties may be assigned.

*General Statistical analysis and reporting:* Perform high level analysis of quantitative and qualitative data as needed; provide analytical reports, including but not limited to (1) compliance of contracted service providers to contractual targets, (2) system structure analysis, (3) efficiency reports, (4) performance measures, and (5) annual service analysis reports; conduct frequent and sometimes extensive statistical analysis of department operations using a variety of data sources; coordinate data needs among internal/external constituents to ensure performance measures are identified, communicated, and achieved; create professional narrative and statistical reports, correspondence, and supporting documentation; and present findings to appropriate constituents.

*Performance Management:* Assist with establishing performance measures including but not limited to annual review and modifications for continuous improvement for contractors; maintain contacts with key customers to ensure overall enhancement of service levels, addressing and resolving service issues, while maintaining and improving service.

*Paratransit Operations Analysis:* Initiate and conduct routine needs analyses to identify areas needing formal analysis/review and recommendations; conduct liaison responsibilities with paratransit contractor's management staff regarding customer service related issues, as well as compliance and performance issues; assist POM with monitoring contractor's performance using established measures and recommend appropriate action as needed to ensure the most productive and efficient operations possible; assist as needed with preparation of Requests for Proposals (RFP) for paratransit services.

*IT Management:* In conjunction with the IT Department, ensure that scheduling software is functional and maintained; ensure that contractor has all personnel adequately trained on the software and its application and are using it as efficiently as possible; keep database updated and current; run periodic reports and analysis as needed.

**Public Outreach:** Assist with public outreach activities as needed related to PVTA's Paratransit services

Perform other duties as assigned.

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** Position requires a Bachelors degree from an accredited college in a directly related field, or equivalent directly related undergraduate degree and experience; experience working in a similar position preferred. Progressively responsible experience in transit operations with a focus on paratransit; ability to carry out all responsibilities with a high level of professionalism; must be able to communicate with customers well, , diplomacy, and be able to work productively with minimum direct supervision; must perform work with a high degree of accuracy; ability to pay strict attention to detail, and meet tight deadlines; the ability to prioritize workload; ability to coordinate efforts and interact with staff in an efficient and effective manner; excellent command of the English language with strong writing and verbal communications skills; intermediate to high level math and statistics skills and ability to accurately work with numerical/statistical information; must have a strong work ethic with a high degree of self motivation, and the ability to act on behalf of others when requested; ability to make decisions requiring independent judgment. This position requires the ability to receive task assignments, prioritize work assignments, and carry out assignments in a satisfactory manner within the required time frames.

**Required Competencies:** This position requires the following competencies: *Analytical Skills*: must be able to gather, organize, summarize, and interpret data and draw reasonable conclusions based on findings; able to make recommendations based on conducting own statistical analysis; must be able to present higher level statistical information in a manner easily understood by internal/external constituents; *Strong interpersonal skills*: must be an effective communicator and able to maintain confidentiality, *Oral communication skills*: must be a good listener and seek clarification when needed and able to respond appropriately to questions; *Written Communication Skills*: must have excellent writing skills, including report writing, professional correspondence, statistical writing, and business writing; able to write clearly and informatively; edit own work for spelling and grammar; read and interpret written information; must be able to write effectively for the intended audience/reader. *Judgment*: must be able to make own decisions and take responsibility for own actions; shows sound and accurate judgment and make timely decisions; *Motivation*: prioritize and plan work activities; use time efficiently; set goals and objectives, *Teamwork*: must be an outstanding team player and be able to balance team and individual responsibilities, *Professionalism*: approach others in a tactful manner; react well under pressure; treat others with respect; accept responsibility for own actions, follow through with commitments, *Quality*: demonstrate accuracy and thoroughness; monitor own work to ensure quality, *Quantity*: meet productivity standards; complete work in a timely manner; strive to increase productivity, *Adaptability*: adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events, *Attendance/Punctuality*: must be consistently at work on time; ensure work responsibilities are covered when absent, *Dependability*: follow instructions; respond to management directions; take responsibility for own actions, keep commitments; complete tasks on time or notify appropriate

person of alternate plan, *Initiative*: volunteer readily; undertake self-development activities; seek increased responsibility; take independent actions; request help when needed.

**Computer Skills:** Excellent working knowledge of Microsoft Word, PowerPoint and Excel, statistical software, and department specific software and reporting; must be adept at using a variety of charts, graphs, and other tools for presenting data.

**Directly reports to and supervision received from:** Manager of Transit Operations & Planning

**Supervisory Responsibilities:** None.

**Performance Evaluated by:** Manager of Transit Operations & Planning

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Extensive use of computer and keyboard and viewing of computer screen is required. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include vision, color vision, and ability to adjust focus.

**Work Environment:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet. The stress level is usually low and occasionally moderate. Occasional local travel is required.